

# Shop Assistant

Chorley St  
Laurence

## Role Description and Person Specification

The Parish of Chorley, St. Laurence in the Diocese of Blackburn, Union Street, Chorley, PR7 1EB

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The Church of England is committed to promoting a safe environment and culture for children, young people and vulnerable adults. Anyone appointed to this role will be expected to work within the relevant safeguarding policies and procedures, and to attend all required safeguarding training.

## Role Description

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**Main purpose of the role** To deliver exceptional customer service as a Sales Assistant and to work as part of the team supporting the commercial enterprise of St Laurence's Church.

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**What the role involves** You will be expected to:

- Be aware of and comply with all relevant safeguarding requirements
  - Ensure the environment is safe for everyone involved
  - Know how to respond to and report any safeguarding concerns or allegations
  - Ensure that personal data is stored securely
  - Attend meetings for your support, guidance or supervision
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**When and where you will be doing it** When church is open to the public (generally Tuesday - Friday 11am-1.30pm) and after weekend services

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**Disclosure and Barring Service check** No DBS check is required.

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**To whom you will be responsible** Shop Team Leader

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**Safeguarding training requirements** The following safeguarding pathways will need to be completed:

- Basic Awareness
- Foundation
- Domestic Abuse

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**Support you will be given** General induction for working on site plus specific training for till and stock etc

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**Other information** Main Duties

- To serve our visitors and customers by providing exceptional customer care and assistance/information;
  - To assist in the day to day operational activities of the Church shop & ensuring to operate in a safe and secure manner by following best practice and Church procedures and policies such as Health and Safety, Fire and Security, Cash Handling, Safeguarding etc;
  - To apply product knowledge in order to assist customers and maximise sales;
  - To operate the till and tablet system in an efficient manner,
  - To be responsible for cash handling accuracy and credit card payments;
  - To highlight stock shortages, and ensure sections are fully maintained, presented and cleaned to an exceptionally high standard with clear merchandising;
  - To deal with stock deliveries and general stock room (Standish Room) organisation;
  - To think about and be aware of any suspected suspicious activity and behaviour within the shop and wider Church area and follow agreed procedures;
- Any other appropriate duties that be be requested from time-to-time.
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## Person Specification

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**Knowledge, skills, experience, personal attributes, qualifications or other requirements**

This role requires someone who:

- Pays attention to detail
  - Understands and maintains appropriate boundaries of confidentiality
  - Has good communication skills
  - Builds good relationships with tact and sensitivity
  - Is an encourager, able to nurture skills in others
  - Is approachable and empathetic
  - Is punctual
  - Is willing to develop skills and to engage with training
  - Treats everyone with respect and dignity
  - Works well as part of a team
  - Is physically able to cope with the role
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## Additional Information

The following information is relevant to **everyone** who has a role in the church.

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**Promoting a Safer Church** Everyone must read and have access to the Church of England's safeguarding policy statement entitled [Promoting a Safer Church](#).

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**Training** Everyone must undertake training that is relevant to the role. Most safeguarding training can be completed online via the Church of England's [Safeguarding Training Portal](#). However, face-to-face training will be provided to anyone who can't access the online portal.  
Safeguarding training needs to be refreshed every three years.

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**Policies and Procedures** Everyone must read and comply with any relevant policies and procedures that have been approved by the PCC.

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St. Laurence's is a Registered Charity No. 1175130

## Document Approval

This document was approved by Neil Kelley on 04/07/2025.